Mindjet Software Assurance and Support

Guide to Customer Support Services

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Introduction

On behalf of Mindjet's Customer Support and Service Team, welcome to Mindjet's Guide to Customer Support Services.

We understand that technology alone isn't always enough to meet your dynamic business and information needs. We are committed to providing the Customer Support ("***Support Services***") you need to help you maximize the benefits of your Mindjet investment.

This guide provides essential information about Mindjet's Support Services, policies, procedures and processes. It will help you understand where to find technical and product information through self-service resources, and explain how to log a case for questions that may require additional attention.

We've created Mindjet Software Assurance and Support ("***MSA***") to provide additional product, deployment and usability content, as well as to provide access to essential phone support with our product and technical specialists who can help you troubleshoot product implementation and technical issues quickly and effectively.

Our goal is for you to be successful with Mindjet's products ("***Products***"). We will help you as efficiently as possible to get your application installed and deployed and to keep it up and running so as to help you achieve your desired results.

Mindjet Customer Support and Service Team

Support Services at a Glance

Mindjet recognizes that your success is our success, and to this end, MSA offers a variety of software support options to get you up and running quickly and easily, whether you are installing on a personal desktop or deploying across the enterprise.

Mindjet Software Assurance and Support	
When Purchased	Time of license purchase
24x7 Self-Service Resources	☑
Web Support	☑
Phone Helpdesk Support	☑
Product Updates	☑
Product Upgrades	☑
Local Time Zone Coverage*	☑
Case Queue Prioritization	☑
Case Escalation	☑
Authorized Contacts	☑
Large-Scale Deployment Assistance	☑

* 9-5pm Local Support Call Center time; Americas Support hours are 9-5 Pacific and Eastern time.

Mindjet Software Assurance and Support

MSA is for individuals and enterprise customers who recognize that they would like support assistance and would also like to take advantage of the incentive to guarantee an upgrade to the next version of the Product. MSA is only available at time of Product license purchase and must be purchased on per user/per product license basis per year.

Upgrades to the Next Product Version: take advantage of the early low-cost purchase commitment to ensure seamless access and availability to our next Major Release, as defined in the Product Releases and Maintenance Policy.

Updates within the Current Product Version: electronic notification and reminders of Minor or Maintenance Releases, as defined in the Product Releases and Maintenance Policy, which include version updates, and other fixes delivered in advance when feasibly and practically possible.

Priority Queuing Online Web Form Support: submit cases through the Mindjet Support Services website for the most efficient response. Customers will be automatically routed to their regional Support Call Center.

Telephone Helpdesk Support: direct contact between MSA customers' designated contacts and the Mindjet Customer Support and Service Team, Monday through Friday excluding holidays of the Support Call Center's host country.

Designated Authorized Contacts: authorized contacts are your organization's interface to Mindjet Customer Support and Service Team and allow for managed and efficient response to your company's support needs.

Large Scale Deployment (LSD) Assistance: take advantage of the installation guidance and documentation created for large scale deployments, and utilize the expertise of Mindjet Customer Support and Service Team Support Technicians.

Working with Support Services

Designating Authorized Contacts

MSA for enterprise customers entails assignment of designated contacts that are authorized to submit support cases. Generally, for every 100 users, one designated contact is authorized. Purchase of MSA will provide each company with a minimum of two authorized contacts per account. The actual number of designated contacts may be determined as mutually agreed upon between the parties. All authorized contacts and their information should be submitted via the means provided for in Appendix B below or through your Mindjet Account Manager.

Contact and Hours of Operation

Support hours are as listed below. Mindjet reserves the right, in its sole discretion, to change, modify, add, or remove regional points of contact and availability.

Online contact

Self-service and web form case submission is available 24x7 on Mindjet Support Services website. Additionally, Mindjet offers Live Chat during normal business hours available on Mindjet Support Services website homepage.

Mindjet Support Services Website homepage	**www.mindjet.com/support**
Technical support case submission	**www.mindjet.com/app/support.aspx**

Phone contact

Support Center	Language	Hours		Phone
DACH	German	9am – 5pm CET	(GMT +1)	+49 (0) 180 - 500 - 9129
UK	English	9am – 5pm	(GMT)	+44 (0) 845 - 355 - 5500
France*	French	9am – 5pm CET	(GMT +1)	+33 (0) 821 - 230 - 109 +49 (0) 6023 - 9645 - 333
EMEA	English	9am – 5pm CET	(GMT +1)	+44 (0) 845 - 355 - 5500
Americas	English	6am – 5pm Pacific	(GMT -8)	+1 877 - 646 - 3538
Asia/Pacific, incl. Japan**	English	9am – 5pm Pacific	(GMT -8)	+1 877 - 646 - 3538

* Mindjet provides limited French speaking technical support during normal business hours, as set forth above. If French speaking agent is not available, your call will be routed to the European English speaking agents.
** Asia and Pacific Region customers, including Japan. are currently supported by the Americas' Support Call Center. Support response time will be based on case receipt during Support Call Center operational hours. Mindjet does not provide Japanese language phone support at this time.

Service Level Performance Guidelines

MSA allows for case submission via phone, live chat, and web form. Most cases can be handled by first level Support Services. At times, issues will arise that require more extensive testing and/or that require second level (local specialized) or third level (corporate developer) Support Services.

Various factors can influence the ability to resolve problems. Some of these factors are outside the control of Support Services. Mindjet will use commercially reasonable efforts to meet the response and resolution times set forth below and are provided as a framework for communicating our goals and setting common expectations.

		1st Level Support		2nd Level Support		3rd Level Support	
Priority	Definition	Initial Response Goal	Resolution Goal	Initial Response Goal	Resolution Goal	Initial Response Goal	Resolution Goal
High	Problem or issue that is impacting or adversely affecting product installation or use	Within 4 business hours	Within 1 business day	Within 1 business day	Within 2 business days	Within 3 business days	Within 6 business days
Standard	Non-critical problem or issue and/or question about product use or feature request.	Within 1 business day	Within 2 business days	Within 2 business days	Within 3 business days	Within 5 business days	Within 8 business days

Support Case Escalation

We recognize that for one reason or another there are times when support cases must be escalated. If you are not satisfied with the progress of your case, please communicate your concerns to the regional Support Call Center or your designated Mindjet Account Manager.

Third Party Software Add-Ins Support

Mindjet contributes towards and promotes certain software partner product integrations. Support Services for these partner products is provided directly by the originating vendor. Mindjet does not provide Support Services for any third party products.

General Policies

Mindjet reserves the right to limit the time spent by a Support Technician on each telephone call. Mindjet may also limit or terminate support to a customer who uses the service in an irregular, excessive, abusive, or fraudulent manner.

Terms, conditions, support features, procedures, pricing and support availability are subject to change at Mindjet's sole discretion. Any such changes will not materially detriment the Support Services provided to existing MSA customers. Coverage is non-transferable and is valid for the MSA purchasing entity and designated contacts only.
Local and/or onsite support, programming, customization, consulting services, individual setups, and Product updates, above and beyond Support Services customarily provided and as outlined in this document, are not included in MSA, and may or may not be available for purchase separately.

Detailed service level statistics and self-service case management are not currently available. Training, Solution Partner and Developer services are provided separately.

Supported Mindjet Products

Support Services are available for all currently available Mindjet products for purchase and/or available for download as described on Mindjet Support Services website and those that have not yet been retired as described herein under "Supported Product Duration".

Eligibility benefits and Support Services availability for a Mindjet product are subject to change at Mindjet's sole discretion. Any such changes will not materially detriment the Support Services provided to existing MSA customers.

MSA does not cover any Mindjet Labs' solutions and add-ins that are provided free in the Mindjet Labs section of Mindjet Support Services website or any other products which are provided free of charge. Use of the foregoing solutions and add-ins are subject to separate terms and conditions. Mindjet reserves the right, in its sole discretion, to offer any solutions, add-ins, and/or products for sale. These gratis add-ins/products are provided AS IS, without any warranties and use of such add-ins/products are at the risk and the discretion of the end user.

Supported Product Environments

System requirements for a Product release specify the hardware and software supported environments and are listed in the Product Information section of Mindjet Support Services website.

Mindjet will use commercially reasonable efforts to provide Support Services through attempting to reproduce and resolve problems on a supported environment. If the customer environment becomes suspect during the problem resolution process, we may require customers to validate their issue in a fully verified environment to further isolate the problem and to proceed with the resolution process. Support Services are not provided for unsupported environments.

Supported Product Duration

Mindjet provides Support Services for all current "Generally Available" Product releases and will supply patches and fixes, as specified and as set forth herein. In general, these are provided as Minor or Maintenance Releases, as defined in the Product Releases and Maintenance Policy below.

Mindjet periodically "retires" older versions of its software Products in order to focus resources on developing and supporting newer versions. When a version of MindManager software is "retired", live Support Services (telephone, chat, and web form support) is discontinued for that version. Online Support (Knowledge Base, User Forum, and Whitepapers) will remain available.

Generally, Products will be supported for up to two years after the general availability date of the most current Major Release version of the Product. The list of current Product lifecycles is available on Mindjet Support Services website at:
http://www.mindjet.com/support/product-resources/lifecycle-policy

Product Releases and Maintenance Policy

This policy will set forth consistent Support Services terminology and customer notification and expectation management.

Product Upgrades: Product Upgrades, also known as Major Releases, introduce important new features or significantly enhance existing Product functionality. These releases are made available on a product-by-product basis. Product Upgrades are available free of charge to purchasers of MSA, as specified herein, or available without the purchase of MSA for an additional charge as set forth on the Mindjet Price List, or as otherwise contractually agreed upon between the parties.

The first digit of the version number signifies the Major Release.
Ex: **8**.0.217

Product Updates: Product Updates, also known as Minor or Maintenance Releases, incorporate service packs that provide bug fixes and, may also include, other minor fixes or modifications that enhance Product usage or functionality. These releases are made available on a product-by-product basis. Product Updates are provided free of charge and are available for download from the Mindjet Support Services website.

The second or middle digit of the version number signifies a Minor Release.
Ex: 8.**0**.217

The third digits of the version number signify a Maintenance Release.
Ex: 8.0.**217**

Patches: If Mindjet discovers a severe problem after a Product has shipped, Mindjet produces patches on an as-needed basis to provide interim or emergency fixes to one or more critical problems. Potentially affected customers are alerted with instructions on how to obtain and apply the necessary patch or run the registry script executable.

Support Services Availability

Support Services are limited to the duration of MSA, the starting point of which is the date of purchase. Service availability may occasionally deviate from stated hours due to downtime for systems and server maintenance or local Support Call Center observed holidays.

Support Services are available through the following entities:

- Mindjet GmbH for the Europe, Middle East, and Africa territories in German, English, and French language.
- Mindjet LLC for the Americas, Asia, and Pacific Region in English and Japanese language.

Support Topic Limitations

Support Services inquiries are limited to the following Mindjet product areas:

- Installation and deployment;
- Upgrade assistance (where applicable);
- Microsoft® Office® integration; and
- Basic usability and functionality (as described in the MindManager Help Guides and Tutorials).

Mindjet is also open to Support Services inquiries with basic connectivity issues for the purpose of using Mindjet software to access other products or services as they pertain to Mindjet software functionality.

Mindjet will not be responsible for resolving integration issues caused by:

- Third party services such as: web services, service providers, 3rd party add-ins; and
- Other software or hardware and unsupported environments.

These third party companies must be contacted directly.

Support Services does not cover inquiries on issues related to:

- Development;
- Application consulting; and
- Training.

Large scale deployment assistance under MSA is limited to electronic documentation, remote troubleshooting, and telephone guidance of reasonable duration; extensive or ongoing assistance, on-site coverage, or other deployment specific deliverables may be subject to additional fees at Mindjet's then-current time and materials rates.

Additional Mindjet Software Assurance and Support Terms and Conditions

The MSA Terms and Conditions, available on the Mindjet Support Services website, shall also apply to the provisions of Support Services in connection with the purchase of MSA.

Appendix A:

2010 Holiday Calendar

Mindjet Office Holidays

Holidays 2010			DE	UK	US	FR
Christmas Eve	Thursday	24.12.2009	X	X		X
Christmas Day	Friday	25.12.2009	X	X	X	X
New Years Eve	Thursday	31.12.2009	X	X		X
New Year	Friday	01.01.2010	X	X	X	X
Epiphany	Wednesday	06.01.2010	X			
Martin Luther King jun. Day	Monday	18.01.2010			X	
President's Day	Monday	15.02.2010			X	
Good Friday	Friday	02.04.2010	X	X		X
Easter Monday	Monday	05.04.2010	X	X		X
Early May Bank Holiday	Monday	03.05.2010		X		
Christi Ascension	Thursday	13.05.2010	X			X
Whit Monday	Monday	24.05.2010	X			X
Spring Bank Holiday	Monday	31.05.2010		X		
Memorial Day (US)	Monday	31.05.2010			X	
Independence Day	Friday	04.06.2010			X	
Flag Day	Monday	14.06.2010			X	
Corpus Christi	Thursday	03.06.2010	X			
National Holiday (F)	Wednesday	14.07.2010				X
Labour Day (USA)	Monday	06.09.2010			X	
Summer Bank Holiday	Monday	30.08.2010		X		
Columbus Day (US)	Monday	11.10.2010			X	
All Saints Day	Monday	01.11.2010	X			X
Election Day (USA)	Tuesday	02.11.2010			X	
Armistice Day / Veterans Day	Thursday	11.11.2010			X	X
Thanksgiving (USA)	Thursday	25.11.2010			X	
Christmas Eve	Friday	24.12.2010	X	X		X

Appendix B:

Designated Contacts Template

Designated contacts are not applicable for individual customers purchasing MSA in Mindjet's Online Store. Individual customers will create a Mindjet.com Account as part of the order process and will have purchased MSA associated immediately with their customer account.

Enterprise customer purchasing MSA as part of their license program must submit their designated contacts information as follows:

First Name:
Last Name:
Company Name:
Department:
Title/Position:
Full Address:
Phone:
E-Mail:
SIN*:

* Support Identification Number (SIN) will be provided by Mindjet to the MSA purchasing entity and is used to identify MSA customers. The SIN should be referenced when logging a support case or when calling into the Mindjet Support Call Center.

Please send your designated contact information via our web form or email to your regional Support Call Center:

Web form: Customer Support and Service Team	**www.mindjet.com/contactus**
Email: Europe, Middle East, and Africa Region	**MJ-CustomerServiceEMEA@mindjet.com**
Email: Americas, Asia, and Pacific Region	**MJ-CustomerServiceAmericas@mindjet.com**

Please create a Mindjet.com Account and register your Product license key(s) and SIN(s). Doing so enables you to retrieve this information should it become lost or if you need to reinstall the product, gives you direct access to our Support Download section, and allows you to easily log a support case on Mindjet Support Services website.

Create a Mindjet Account at: https://www.mindjet.com/accounts/register.aspx

Appendix C: Training Services

In addition to Support Services, Mindjet offers Customer Training, a separate program with offerings available for purchase. Mindjet training offers a variety of courses to meet your MindManager requirements. Whether you are looking for general Product training or training in specialized MindManager applications, you will find courses designed to suit your needs.

Options for receiving Mindjet MindManager training include public courses, custom on-site sessions, live web-based classes, and custom web training. Our courses can be tailored to fit the specific needs of both beginners and advanced users. Mindjet also ensures superior training quality and value through its network of Mindjet-approved trainers.

For a detailed description of each course, enrollment schedule and purchase options, please visit the Training section of our website at:
http://www.mindjet.com/products/training/default.aspx

Appendix D: Feature Requests and Suggestions

Mindjet tracks all customer requests for Product features and enhancements. During each Product release planning cycle, Mindjet's Product planning committee reviews the requests for inclusion in the current or a subsequent release.

Whereas requests and suggestions can be offered via our various contact channels, Mindjet makes all Product roadmap decisions in its sole discretion and cannot provide any guarantees regarding the determination of content and release schedule for Product Updates and Upgrades.

Please feel free to submit a suggestion at: http://www.mindjet.com/contactus

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